

ABSTRAK

Tujuan penelitian ini adalah untuk menganalisis pengaruh teknologi informasi, kompetensi pegawai, dan standar operasional prosedur (SOP) terhadap *engagement management*, menganalisis pengaruh teknologi informasi, kompetensi pegawai, dan standar operasional prosedur (SOP) terhadap kinerja organisasi, menganalisis pengaruh *engagement management* terhadap kinerja organisasi, dan menganalisis pengaruh teknologi informasi, kompetensi pegawai, dan standar operasional prosedur (SOP) terhadap kinerja organisasi melalui *engagement management* sebagai *intervening*. Penelitian ini menggunakan metode penelitian deskriptif dan kuantitatif. Populasi penelitian adalah seluruh BLUD Puskesmas di Kabupaten Jember yang berjumlah 50 Puskesmas. Sampel penelitian adalah Kepala dan Penanggung Jawab Kepegawaian BLUD Puskesmas Kabupaten Jember dan diambil secara total sampling, sehingga total sampel dalam penelitian ini sebanyak 100 responden. Pengolahan data pada penelitian ini menggunakan SEM berbasis Variance atau Partial Least Square (SEM-PLS) dengan program SEM PLS Warp-PLS 7.0. Temuan penelitian menyatakan bahwa teknologi informasi tidak berpengaruh signifikan terhadap kinerja Puskesmas. Kompetensi pegawai dan SOP, serta *engagement management* berpengaruh signifikan terhadap kinerja Puskesmas. Teknologi informasi dan SOP berpengaruh signifikan terhadap *engagement management*. Kompetensi pegawai tidak berpengaruh signifikan terhadap *engagement management*. Teknologi informasi berpengaruh signifikan terhadap kinerja Puskesmas melalui *engagement management* sebagai *variable intervening*. Kompetensi pegawai dan SOP tidak berpengaruh signifikan terhadap kinerja Puskesmas melalui *engagement management* sebagai *variable intervening*.

Kata Kunci: Teknologi Informasi, Kompetensi Pegawai, Standar Operasional Prosedur (SOP), *Engagement Management*, dan Kinerja Organisasi

ABSTRACT

The aim of this research is to analyze the effect of information technology, employee competency, and standard operating procedures (SOP) on engagement management, analyze the effect of information technology, employee competency, and standard operating procedures (SOP) on organizational performance, analyze the effect of engagement management on organizational performance, and analyze the effect of information technology, employee competency, and standard operating procedures (SOP) on organizational performance through engagement management as an intervention. This research uses descriptive and quantitative research methods. The population was all BLUD Health Centers in Jember Regency, totaling 50 Community Health Centers. The sample was the Head and the Person in Charge of Personnel at the BLUD Community Health Center in Jember Regency and was taken by total sampling, so that the total sample in this study was 100 respondents. Data processing in this research uses Variance-based SEM or Partial Least Square (SEM-PLS) with the Warp-PLS 7.0 SEM PLS program. Research findings state that information technology does not have a significant effect on the performance of Community Health Centers. Employee competency and SOPs, as well as involvement management have a significant influence on the performance of the Community Health Center. Information technology and SOPs have a significant influence on engagement management. Employee competency does not have a significant effect on engagement management. Information technology has a significant effect on the performance of Community Health Centers through management involvement as an intervening variable. Employee competency and SOPs do not have a significant effect on Puskesmas performance through management involvement as an intervening variable.

Keywords: Information Technology, Employee Competency, Standard Operating Procedures (SOP), Engagement Management, and Organizational Performance